

Susan L. Whitfield

Area of Expertise: Human Capital Services and Integration

Brings to the Team: Proven experience and success in customer service and relations; knowledge of sound business management principles; ability to organize and execute a variety of concurrent complex tasks; skill in effective written and oral communication; management and/or complex manipulation of databases; supreme process analyses and improvements skills; ability to direct and/or motivate a diverse staff of technical and administrative (civil service and/or contractor) personnel; a wide range of past experiences.
Bachelor of Science Degree in Management of Technology.

Professional Experience Summary:

NASA/Marshall Space Flight Center, Huntsville, Alabama

***Client Solutions Representative, Office of Human Capital (July 2005 – Present)**

Serve as a member of the OHC Client Solutions Team, playing a key role in understanding the business of clients and customers of OHC, and the needs/requirements that support that business. Serve as a responsive and competent consultant within OHC, and between OHC and Center organizations. Improves customer satisfaction Center-wide. Strives to enhance organizational effectiveness through implementation of integrated processes and communication mechanisms that are consistent and innovative.

***Business Manager, Office of Human Capital (July 2004 – July 2005)**

Business Operations Manager and central business focal point for OHC, with responsibility to plan, evaluate, and make decisions on OHC contractual matters, resource allocations, organizational methods, and business procedures/processes. Supervised a diverse civil servant staff in areas of contract administration, information technology, process management; and guided a contractor staff in areas of program management and business process support.

***Technology Transfer Department (March 1994-July 2004)**

Assigned as part of the team to facilitate and develop the Center's initiatives in technology transfer. Performed progressively responsible roles within this organization, among these: Leading Center efforts in training the workforce on general awareness/orientation to the technology transfer program. Active in NASA's community outreach, serving as a regional judge for the Alabama Council for Technology in Education. Center New Technology Representative, responsible for innovator awareness, management and reporting process of all new technologies developed by Center innovators or under contract. System Administrator for the Agency-level NASA Technology Tracking System (TechTracS), required to manage the technology commercialization effort and to collect assessment metrics. Managed the publication process for NASA Tech Brief articles. Management of Space Act Awards process related to Software Release and Tech Brief publications (key role in automating the payment process of Inventions and Contributions Board Awards Agency-wide). Developed IT plans and provided database support for program activities. Managed office web page. Responsible for administrative management of the organization, providing management staff with advice in the areas of personnel administration, organizational methods, and manpower allotments.

***Payload Projects Office (December 1990 - March 1994)**

Management support, including personnel administration, property management, travel processing, graphics presentations. Served as resources control clerk, gathering, consolidating and distributing cost and manpower data.

U.S. Army Natick Research, Development and Engineering Center

Natick, Massachusetts (June 1988 – December 1990)

Lead Administrative Assistant to Chief, Combat Service Support Division. Liaison to numerous upper level Army staff members, requiring frequent foreign entity exchange. Granted secret security clearance. Prepared presentation packages and assisted with compilation and editing of technical documents.

Noteworthy Awards:

NASA: NASA Medal for Exceptional Achievement from NASA Headquarters (2004); Federal Women's Outstanding Achiever Award (1999); NASA Medal for Exceptional Achievement from Marshall (1994); Space Flight Awareness Launch Honoree (1996); Silver Snoopy Recipient (1992); NASA Certificate of Appreciation (1992). **U.S. Army:** Commander's Award for Administrative Employee of the Year/U.S. Army Natick RD&E Center (1990); Excellence Award/Boston, MA Federal Executive Board (1990)

Personal: Really love NASA; but it's a distant second place to family commitments. Wife to Steve who also works at Marshall in Safety and Mission Assurance/External Tank Program. Blessed with two precious daughters Skyla (9) and Serena (6). Zookeeper to a dog, two cats, a bird, and two fish. Active in my church through children's programs.